State of Texas

TEX-AN Next Generation

Disaster Recovery Plan

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1. INTRODUCTION

1.1. Purpose

The purpose of this Disaster Recovery Plan is to disclose **tw telecom**'s processes and procedures for disaster recovery and business continuity

1.2. Key Personnel

Lead Account Manager (Relationship Account Manager) • Lead member of your support team, with a focus on the delivery of new services and applications • Lead Account Manager will partner with and support account managers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for driving TEX-AN NG business in their respective markets. • Specializes in designing network solutions for any of your needs.	Mark Strobel - Austin (512) 485-1790 - Voice mark.strobel@twtelecom.com *There are five additional Account Managers within TX to assist in supporting TEX-AN NG customers.*
Lead Network Application Engineer (Technical Sales Support) • Supports any technical aspects of your solutions and services pre and post sales. • Lead Network Application Engineer will partner with and support Network Application Engineers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for supporting TEX-AN NG technical needs in their respective markets. • Assists in all pre-sales design, configuration, diagrams and requirements as well as ongoing support and review with the lead of the Senior Account Executive. • Works in tandem with the Account Manager as part of the account team to provide complete technical support resources for any and all applications/services.	Dave Stewart - Austin (512) 485-1798 Voice dave.stewart@twtelecom.com Casey Dodson – Austin (512) 485-1759 Voice casey.dodson@twtelecom.com *There are twelve additional NAEs within TX to assist in supporting TEX-AN NG customers.*
Lead Voice Application Engineer • Provides expert technical sales engineering support for complex voice solutions. • Lead Voice Application Engineer will partner with and support Voice Application Engineers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for supporting TEX-AN NG voice-related technical needs in their respective markets. • Works with the customer, sales and sales engineering for the technical design and feasibility in complex voice applications and solutions.	Mike Debenedictis - Austin (512) 485-1757 Voice mike.debenedictis@twtelecom.com *There are three additional Voice Application Engineers within TX markets to assist in*

• Coordinates post sale technical assurance interview with the customer and vendor. • Ensures/validates the Order for timely and accurate completion. • Provides the customer, vendor and internal organizations confirmation of the final technical assurance for the solution/order.	*supporting TEX-AN NG customers.*
Sales Director (Contract Administrator) • The manager responsible for the assignment and performance of the Account Executive and overall account team. • Frequently supports complex application opportunities and can serve as a point of contact for the escalation of issues or needs.	Patrick Kufrovich - Austin (512) 485-1788 Voice patrick.kufrovich@twtelecom.com
Vice President and General Manager • Signature authority for contract negotiations • Executive contact for the majority of support • Overall sales and operations responsibility for the respective region	Rick Brackeen - Austin (512) 485-1761 Voice rick.brackeen@twtelecom.com
Customer Project Manager • Dedicated CPM resource assigned who functions as the single point of contact for all implementation needs. • CPM resource is always available to customers on a 24/7 basis. • Customers will generally receive customized communications based upon specific account needs. • Expedite requests receive automatic approval from Service Delivery. • Requests for after hours activities take priority over all others. • Skilled technicians are assigned to support specific customer accounts. • CPM will have expert knowledge of customer's deployed networks and uses. • CPM works with local Customer Project Coordinators in each respective market to assist with the ordering and implementation on a local basis.	Cory Bolton (303) 566-5846 cory.bolton@twtelecom.com
Director of Operations • Responsible for the city infrastructure. • Work with Director of Operations in other TX markets regarding installations related to the TEX-AN NG contract and DIR customers • Manages technicians, engineers and outside plant team to ensure we build and maintain the highest performing network possible.	Victor Gonzalez - Austin (512) 485-6394 Voice victor.gonzalez@twtelecom.com *There are five additional Operations Directors within TX markets to assist in supporting TEX-AN NG customers.*

Senior Service Manager • Act as the single point of escalation to assigned customers. • Manage the service plan, MSA or SLA, and escalation procedures for assigned customers. • Ensure escalation procedures are current at all times. • Manage resources via front-line supervision. • Gain intimate knowledge of the assigned customer's services and products. • Respond promptly to service requests. • Proactively identify and resolve procedural order flow or technical issues that are potential customer service problems. • Demonstrate leadership in resolving issues and concerns for customers' services. Monitor and follow through to resolution. • Provide a single point of contact on Tier II services and maintenance escalations if the established escalation process fails. • Provide 24x7 support to the customer as needed for emergencies, special routines, cut-over and any and all activity the involves or touches the customer's products and services. • Partner/align with the Implementation Project Manager supporting assigned customers. • Interface with all operating teams in field operations, NOC, sales teams and engineering as needed. • Partner/align with the sales team. • Partner/align with city ops and sales to provide quality coordinated on-site service for customers. • Provide data and feedback to other internal organizations. Initiate and maintain ongoing discussions with sales on growth areas and customer performance expectations. • Provide input on new projects and forecasting for assigned customer as needed to ensure proper service levels will be achieved • Gather customer expectations and provide metrics to support qualify of experience.	Sharlee Neet (303) 566-5951 sharlee.neet@twtelecom.com

Account Management Specialist (Billing Manager)
 	
• Manages the customer's experience *post-installation* to ensure complete customer satisfaction and to ensure all customer needs are met.
• Primary point of contact on non-sales related activity
• Inventory management:
    • Complete inventory tracking and updates
    • Perform sales notification and tracking of expired services
• Monitor completed orders, update inventory and provide proactive notification of changes
• Contract compliance (i.e.: expiration, MSA adherence, renewals, pricing)
	Shannon Jones
	(512) 485-6395
	shannon.jones@twtelecom.com

- Escalations as necessary where the customer relationship may be in jeopardy (i.e.: issues with the Denver Operations Center in closing a ticket, slow moving order escalation and prolonged bill disputes)
- Develop Customer Account Profiles with information such as complete inventory, account numbers, monthly run rate, bill dispute history and trouble ticket history

2. Procedures for Disaster Recovery

Disaster recovery is a key component of **tw telecom**'s business operations. The Risk Management department at **tw telecom** actively manages a comprehensive business continuity planning program that seeks to assure the well-being and safety of employees, protect Company assets, and ensure a high level of service to customers.

tw telecom has a detailed DR plan that is tested quarterly. There are five teams that include all operations functions, customer facing teams and corporate support (finance, real estate, insurance, c-Suite etc). The customer team is always lead by senior management and is the link from all or specific customers into our EOC (Emergency Operations Center). In addition, we have a direct partnership with the NCC (national Coordinating Center) for telecom; In Washington DC under the auspices of Homeland Security and the President of the United States.

The Company's contingency planning program addresses the four phases of business continuity management: mitigation, preparedness, response and recovery. Company contingency planning is approached from an all-hazards perspective in order to improve flexibility and adaptability to any type of business interruption.

Company plans have been developed with the involvement of certified business continuity professionals to incorporate best practices acknowledged by Disaster Recovery Institute International (DRII) and Business Continuity Institute (BCI). Best practices employed by the Company include, but are not limited to:

- Using Risk Assessment and Business Impact Analysis results as a basis for business continuity planning.
- Diversity of recovery resources.
- Multiple business resumption options for various critical functions.
- Consideration of third party resources.
- Annual plan reviews and updates; and annual exercises.
- Consistent and integrated planning approach across the enterprise.